

# Online Food Worker Card

## Get Your Card Online!

You can now get your Food Worker card online! Go through the training, take the test and get your card at your convenience. The training and test is offered in English, Cambodian, Cantonese, Korean, Mandarin, Russian, Spanish, Vietnamese and Closed Caption.

### Before you get started:

- **Make sure you are connected to a working printer.** You will be printing your own card when you have completed the training and test.
- The cost of the class is \$10 and can be paid with VISA, MasterCard and debit cards with the VISA or MasterCard logo. Payment will be required after you have passed the test. You **cannot** make arrangements to pay later with a credit card, check or cash.
- Be advised when your debit or credit billing statement arrives charges for your new online food worker card will be listed under **“Tacoma-Pierce County Health Department”**
- Turn off your pop-up blocker. The pop-up blocker may cause problems while signing on to the website. The pop-up blocker control can usually be found under Tools on your browser menu bar.
- Make sure you have the latest version of Adobe Flash on your computer. You can download Adobe Flash for free at <http://get.adobe.com/flashplayer/>.
- Give yourself about an hour to complete the training and test.

**Now that you're ready, take the online course and test at:** <https://www.foodworkercard.wa.gov/>

### Frequently Asked Questions:

#### **Q: Who do I contact if I have a problem with the online class?**

A: If you are having a problem with the class or test, you can call Tacoma-Pierce County Health Department at (253) 798-6145. Their office hours are Monday – Friday, 8:00am to 4:30pm. If calling after 4:30pm, you can leave a message and one of their staff will call you back the next business day. You can also email them at [FoodWorkerCard@tpchd.org](mailto:FoodWorkerCard@tpchd.org). When leaving a message or sending an email, please include:

- Your full name;
- Phone number and/or email address;
- A description of the problem you are having.

**Q: Can I stop during the training and complete it later on?**

A: Yes. Your training session is good for 30 days from the date you originally started the training. You can log back in and just click on the Complete button to finish the training any time during this 30 day period. After the 30 days your training session will expire and you will need to start back at the beginning. If you stop during the test, you will be required to retake the entire test.

**Q: My session has timed out. Now what do I do?**

A: The online training will time out after about 30 minutes if there is no activity. Simply sign out and then log back in again to complete the training.

**Q: How do I print or reprint a card?**

A: You can print or reprint a card for free if it is within four days of completing the test. After the four days, there is a charge to print your card. Go back to the beginning of the online course, select the Login button and sign back in. Be sure to use the exact same registration information you originally signed in with.

**Q: How can I get a card that is valid for three years?**

A: If you have an unexpired Washington State Food Worker Card, bring your old card and the card you received online into Lewis County Health Department and we will issue you a three-year card. If your old card has expired, you will only be able to receive a two-year card. You can receive a five-year card if you have completed an approved advanced training course such as Serve Safe Food Managers Course.

**Q: Why does it cost \$10?**

A: The \$10 fee is set in state regulation, Washington Administrative Code 246-217-025. The fee is used by local health departments to defray the costs of food worker training and education, administration of the program, and testing of applicants.

For more FAQs please go to <http://www.doh.wa.gov/ehp/food/workercardfaq.html>